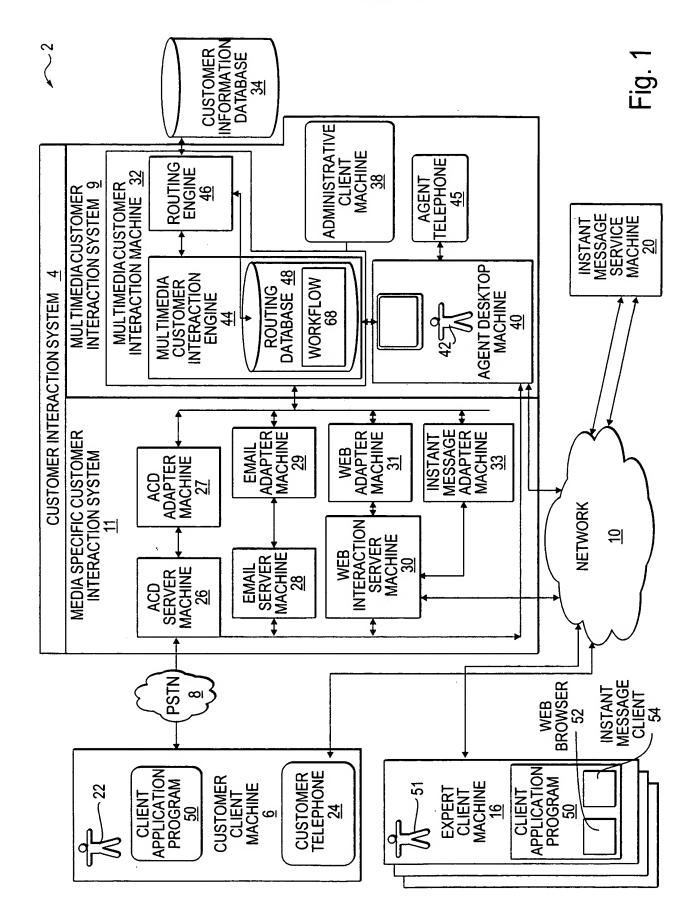
Blakely, Sokoloff, Taylor & Zafman LLP (408) 947-8
Title: METHOD AND SYSTEM TO PROVIDE EXPERT SUPPORT
WITH A CUSTOMER INTERACTION SYSTEM (408) 947-8200

1st Named Inventor: Robert Joyce

Express Mail No.: EV301790705US

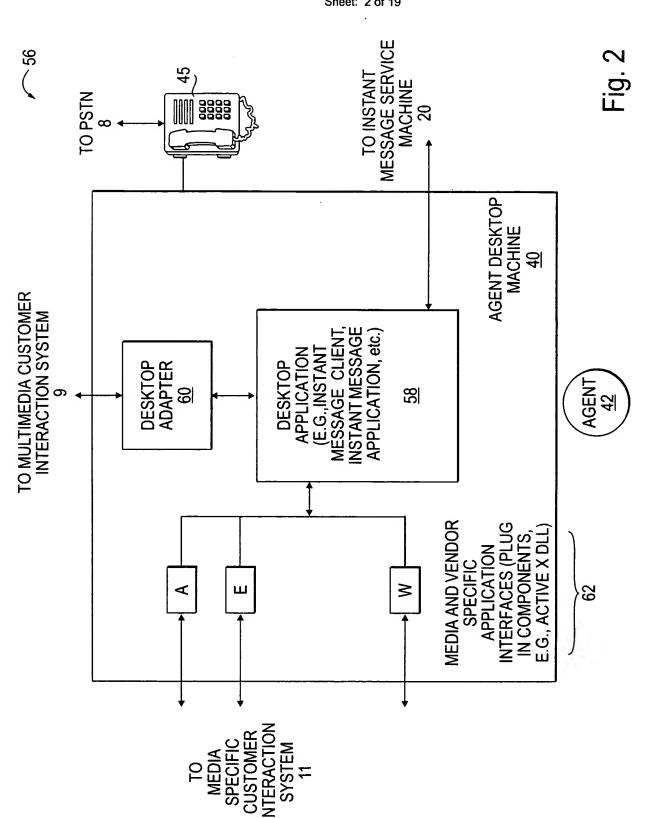
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Blakely, Sokoloff, Taylor & Zafman LLP (408) 947-8200 Title: METHOD AND SYSTEM TO PROVIDE EXPERT SUPPORT WITH A CUSTOMER INTERACTION SYSTEM

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WITH A CUSTOMER INTERACTION SYSTEM
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INSTANTMESSAGE ADAPTER MACHINE 33	
CONNECTION	ADMINISTRATIVE
MODULE	MODULE
64	<u>66</u>

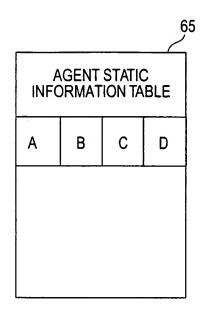
MULTIMEDIA CUSTOMER INTERACTION MACHINE 32	
ROUTING ENGINE 46	
WORKFLOW <u>68</u>	IDENTIFICATION MODULE 70

WITH A CUSTOMER INTERACTION SYSTEM

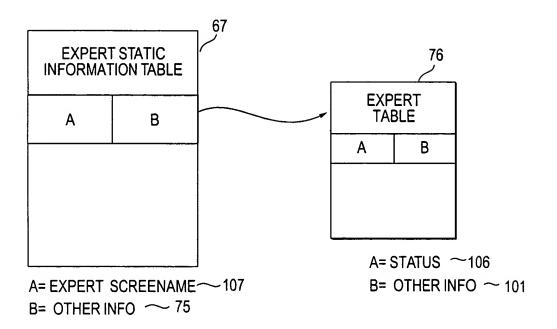
1st Named Inventor: Robert Joyce Express Mail No.: EV301790705US

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A=AGENT SCREENAME ─ 92 B= EXPERT GROUP LIST ~ 69 C= EXPERT LIST ~ 71 D= OTHER INFO ~ 73



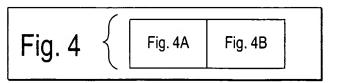


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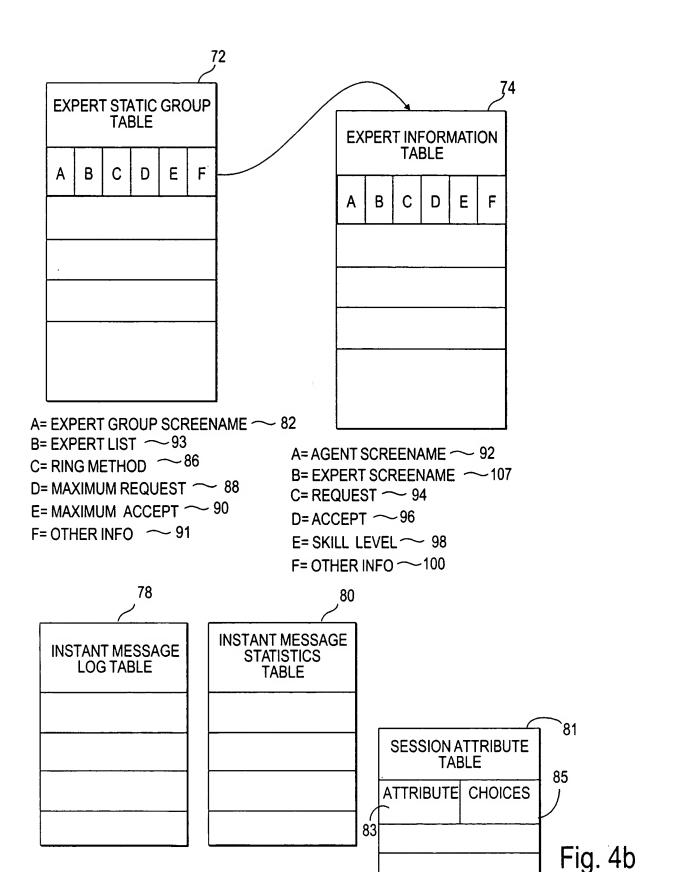
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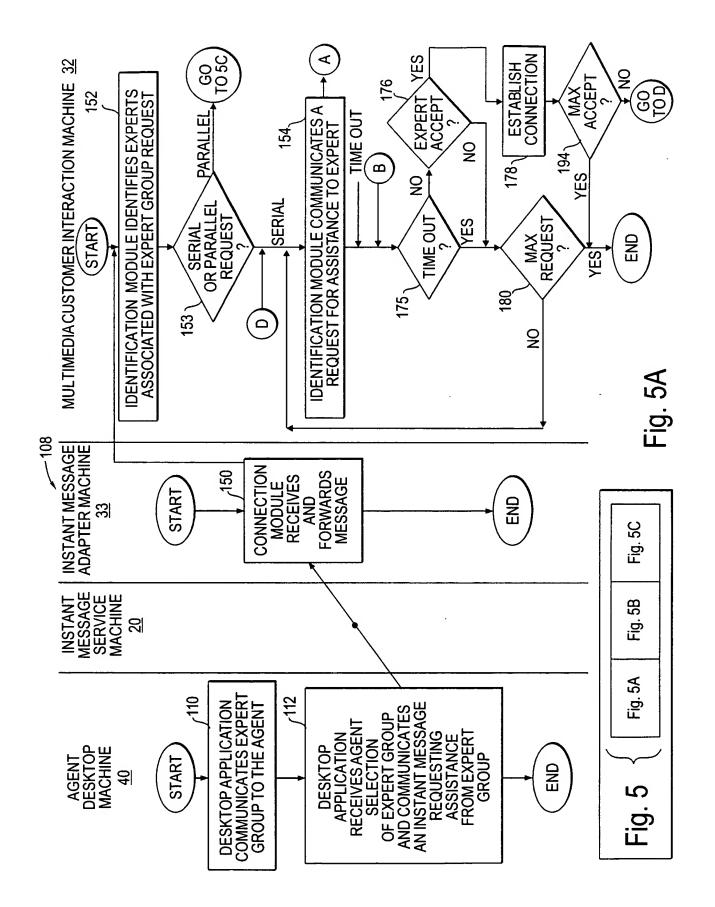


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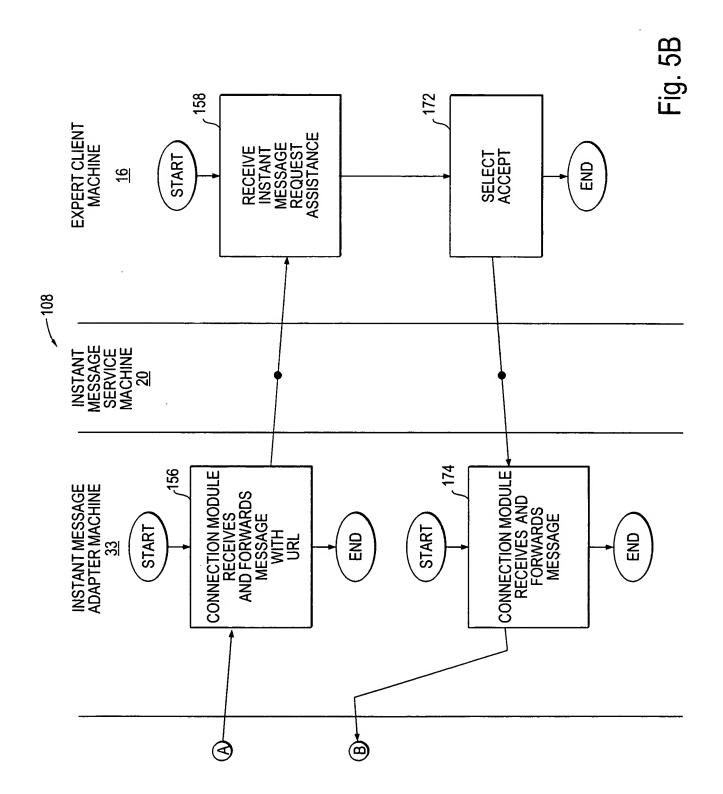
1st Named Inventor: Robert Joyce Express Mail No.: EV301790705US

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Express Mail No.: EV301790705US
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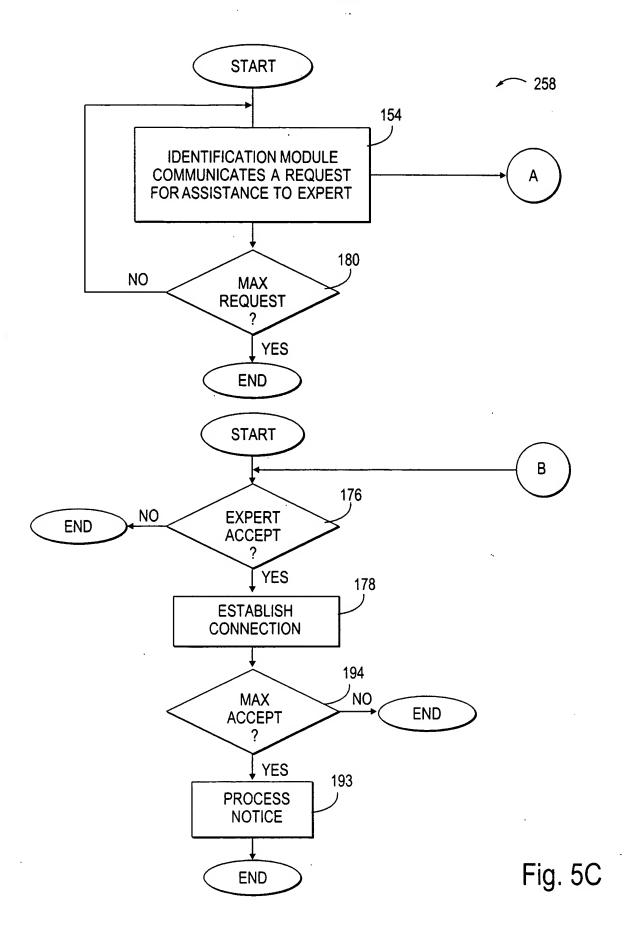


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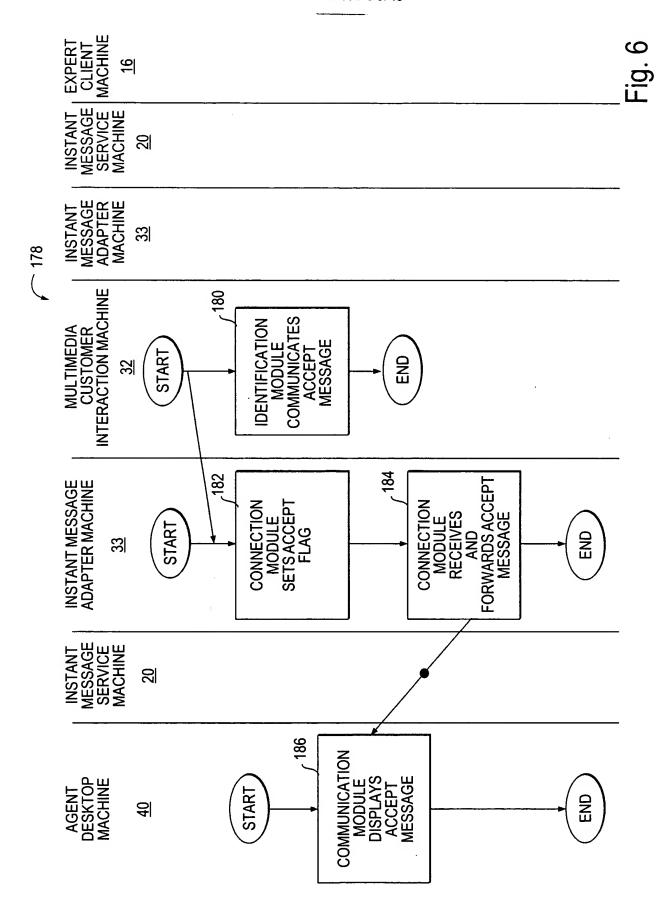
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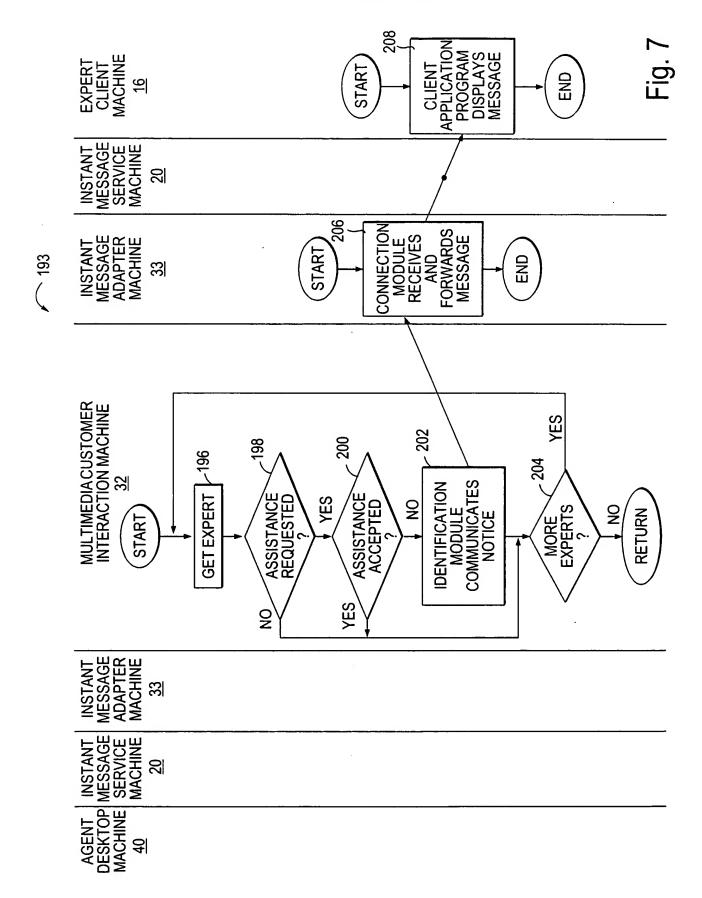
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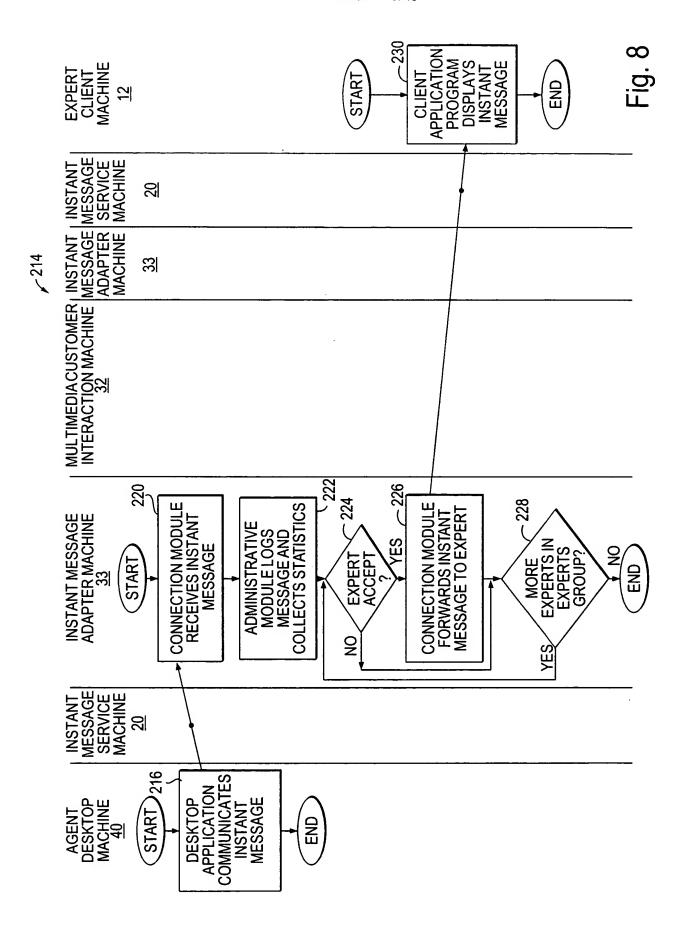
Blakely, Sokoloff, Taylor & Zafman LLP (408) 947-8200 Title: METHOD AND SYSTEM TO PROVIDE EXPERT SUPPORT WITH A CUSTOMER INTERACTION SYSTEM

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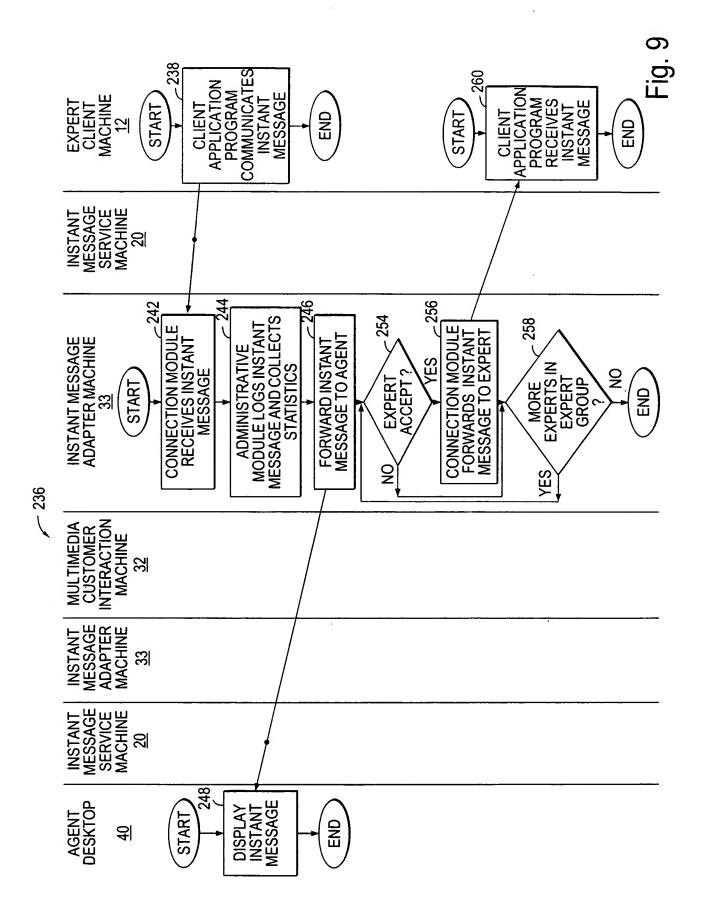
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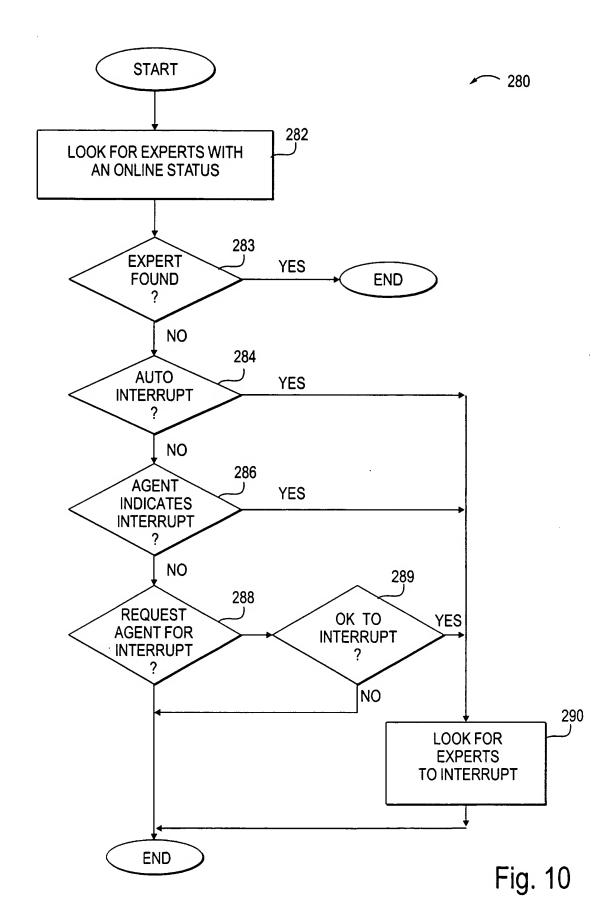


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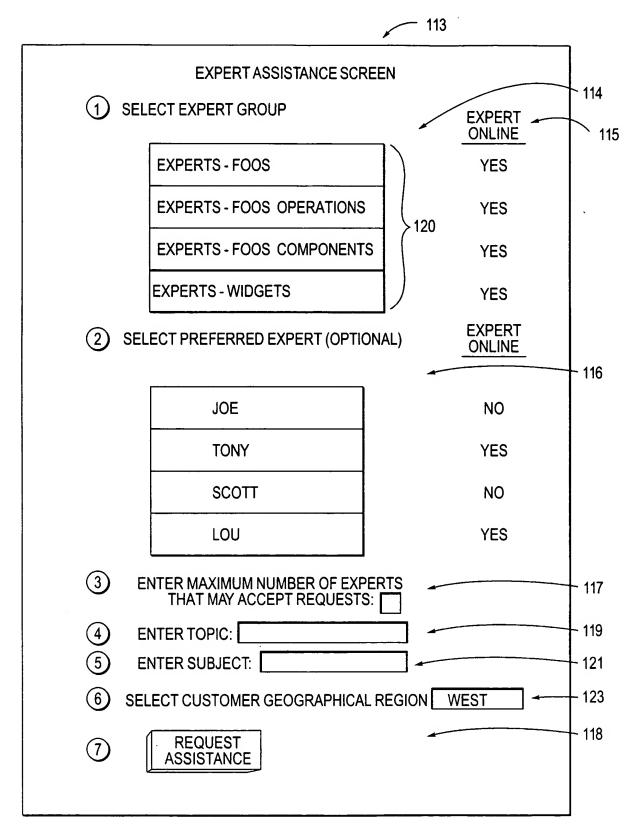


Fig. 11

WITH A CUSTOMER INTERACTION SYSTEM

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122 **EXPERT ASSISTANCE SCREEN** (1) PREFERRED AREA OF EXPERTISE 124 **GENERAL COMPONENTS OPERATIONS** 126 2 PREFERRED PRODUCT EXPERTISE F00 **WIDGET** (3) PREFERRED SKILL LEVEL 128 HIGH **MEDIUM** LOW PREFERRED LANGUAGE **(4)** - 130 **ENGLISH SPANISH JAPANESE**

Fig. 12

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- 160 **INSTANT MESSAGE APPLICATION** FILE **EDIT VIEW** ACTIVE HELP **162** SCREENAME: TONY BUDDY NAME: EXPERTS-FOOS COMPONENTS **AGENT ORANGE SAYS:** <u>~ 166</u> HELLO TONY. I NEED YOUR ASSISTANCE TO PROVIDE SERVICE TO A CUSTOMER. **-** 168 **ACCEPT** 170 **REJECT**

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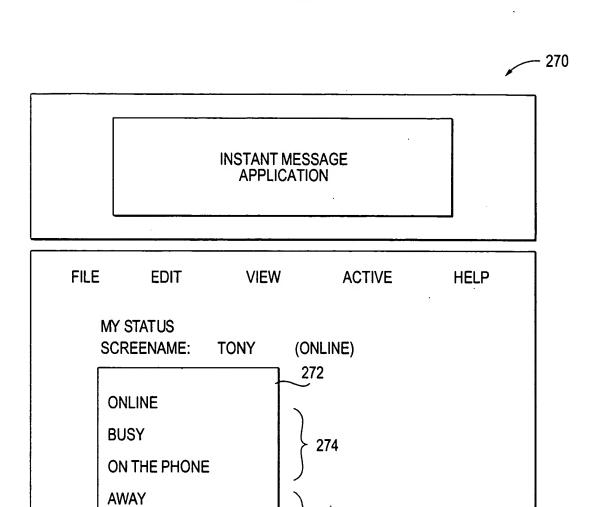
Fig. 14 262 232 240 218 BUDDY NAME: EXPERTS-FOOS COMPONENTS $\mathbf{\alpha}$ **BUDDY NAME: EXPERTS-FOOS COMPONENTS** 240 ENTER MESSAGE | INSERT TAB A INTO SLOT HOW DOI ASSEMBLE A FOO? **INSTANT MESSAGE APPLICATION** INSTANT MESSAGE APPLICATION HELP HELP AGENT ORANGE SAYS: EDIT VIEW ACTIVE ACTIVE INSERT TABA INTO SLOT B. TONY SAYS: SCREENAME: SCOTT SCREENAME: TONY VIEW ENTER MESSAGE EDIT FIE 188 250 218 ENTER MESSAGE HOW DO I ASSEMBLE A FOO? **BUDDY NAME: EXPERTS-FOOS COMPONENTS BUDDY NAME: EXPERTS-FOOS COMPONENTS** 240 INSTANT MESSAGE APPLICATION INSTANT MESSAGE APPLICATION HE WILLACCEPT THE CALL HELP HELP SCREENAME: AGENT ORANGE SCREENAME: AGENT ORANGE ACTIVE ACTIVE INSERT TABA INTO SLOT B. TONY SAYS: TONY SAYS: VIEW VIEW **ENTER MESSAGE** EDIT EDIT

WITH A CUSTOMER INTERACTION SYSTEM

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BE RIGHT BACK

APPEAR OFFLINE

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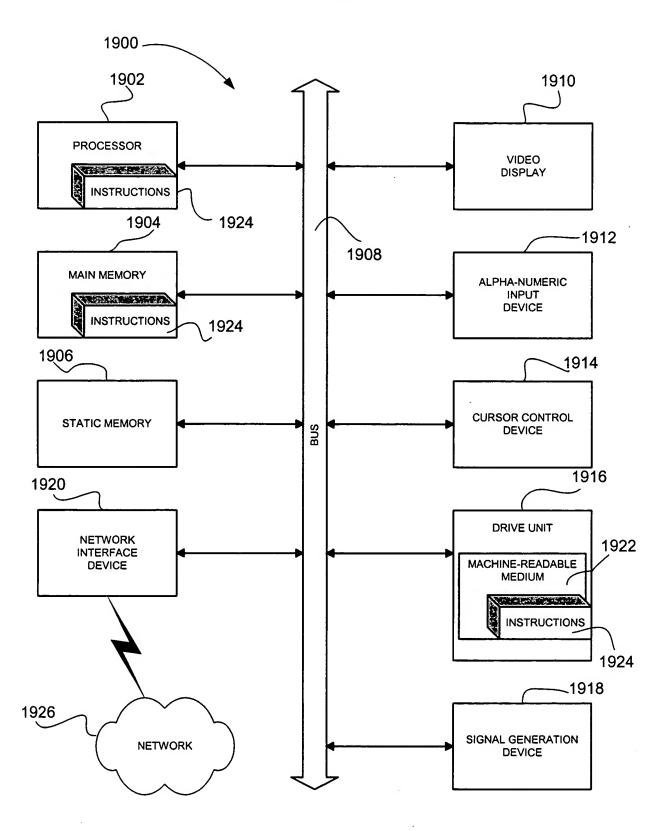


Fig.16